

IN THE CLAIMS

This listing of claims will replace all prior versions, and listings, of claims in the application:

1 1-21. (Canceled)

1 22. (Currently Amended) A method for monitoring, ~~from a remote location~~
2 ~~comprising a monitor and control unit~~, operations of a head-end in an information
3 distribution system, the method comprising:
4 receiving, at a monitor and control unit located remote from at least one head-end,
5 status ~~from a head-end~~ relating to operations of head-end elements providing content to
6 terminals within a coverage area of ~~a head-end~~ the head-end elements
7 collecting by receiving, at the monitor and control unit [[,]] capability information
8 for each of a plurality of remote devices of off-site personnel including an identity of each of
9 the plurality of remote devices, a device type of each of the plurality of remote devices, a
10 device format supported by each of the plurality of remote devices and a reporting level
11 associated with each of the plurality of remote devices and capability of a plurality of remote
12 ~~devices capable of responding to status of elements of the head-end from the monitor and~~
13 ~~control unit;~~
14 processing the status relating to the operations of the head-end elements to identify
15 problems associated with the head-end elements and to generate report messages for the off-
16 site personnel based on the identified problems received from the monitor and control unit in
17 ~~conformance with the indicated capabilities of remote devices designated by the monitor and~~
18 ~~control unit to receive the status;~~

19 forwarding the ~~processed status~~ report messages from the monitor and control unit to
20 a communication server for routing to at least one of the plurality of remote devices
21 designated from the plurality of remote devices; and
22 sending the ~~processed status received by~~ report messages from the communication
23 server to the designated remote devices to present the ~~status~~ report messages to the off-site
24 personnel associated with the designated remote devices for troubleshooting the operations of
25 the ~~elements of the head-end~~ elements.

1 23. (Previously Presented) The method of claim 22, further comprising:
2 receiving a response message at the communication server from the remote devices
3 sent the status;
4 forwarding, from the communication server, the response message to the monitor and
5 control unit; and
6 forwarding the response message, received by the monitor and control unit from the
7 communication server, to a responsible entity at a targeted head-end, wherein the received
8 response message from the at least one remote device includes a command to adjust a
9 parameter of an operation performed by an element at the targeted head-end.

1 24. (Previously Presented) The method of claim 23, further comprising:
2 receiving indications of error conditions relating to the one or more operations of
3 elements of the head-end; and
4 forwarding one or more alert messages to the one or more remote devices in response
5 to receiving the indications.

1 25. (Previously Presented) The method of claim 23, further comprising:
2 polling a plurality of head-ends for status relating to the operations of elements of the
3 head-end.

1 26. (Currently Amended) The method of claim 23, wherein the ~~indicated~~
2 ~~capabilities is indicated as~~ collected device format supported by each of the plurality of
3 remote devices comprises text, graphics, or a combination thereof.

1 27. (Currently Amended) The method of claim 23, ~~further comprising:~~
2 ~~receiving an indication of a particular reporting level for the remote devices~~
3 ~~designated to receive status, and~~
4 wherein status of the elements of the head-end are forwarded to the remote devices in
5 conformance with the indicated reporting level.

1 28. (Previously Presented) The method of claim 23, wherein the received
2 status includes status relating to encoding operations performed by an element of the head-
3 end.

1 29. (Previously Presented) The method of claim 27, wherein the status
2 relating to the encoding operations performed by an element of the head-end includes status
3 for one or more buffers used to store encoded data by an element at the head-end.

1 30. (Previously Presented) The method of claim 23, wherein the received
2 status includes status relating to multiplexing operations performed by an element at the
3 head-end.

1 31. (Previously Presented) The method of claim 23, wherein the received
2 status includes status relating to a particular transport stream transmitted from the head-end
3 by an element of the head-end.

1 32. (Previously Presented) The method of claim 23, wherein the received
2 status include bit rates for a plurality of types of data being provided from the head-end by an
3 element of the head-end.

1 33. (Previously Presented) The method of claim 23, wherein at least one of the
2 plurality of remote devices is a pager.

1 34. (Previously Presented) The method of claim 23, wherein at least one of the
2 plurality of remote devices is a cellular telephone.

1 35. (Previously Presented) The method of claim 23, wherein at least one of the
2 plurality of remote devices is a wireless device.